State of Nevada Unemployment Insurance

Guide to Online Claimant Self Service

Table of Contents

Getting Started

Introduction

Welcome to the State of Nevada Unemployment Insurance Claimant Self Service (CSS) system. You can use this online system to file an unemployment insurance claim, file your weekly claim, check on the status of an existing claim, and more. This reference guide provides instructions on how to perform these activities.

Filing a claim for Unemployment Benefits involves two steps:

1. Registering and applying for benefits (providing information about you, your past employment, your separation from employment, and other information to establish your claim for benefits and to help determine your eligibility). If you are determined eligible for benefits, your weekly benefit amount will then be determined.

2. Filing a weekly claim to certify your unemployment for the past week and to request a weekly benefit payment. To continue receiving benefits, you will need to file a claim for each week to verify your ongoing eligibility.

For additional information about claim eligibility and the overall process, refer to the "Nevada Unemployment Insurance Facts for Claimants" handbook.

Getting Help

If you experience difficulties with the CSS system, please contact the following numbers:

*   For difficulties with your Claimant Self-Service login or PIN, please call the Security Help Desk

    o   Northern Nevada (775) 687-6838

    o   Southern Nevada (702) 486-3293

*   If you are able to successfully log into the system, but have questions about how to use the system or questions about your claim, please call Telephone Claim Center

    o   Northern Nevada (775) 684-0350

    o   Southern Nevada (702) 486-0350

    o   Long Distance or Interstate (888) 890-8211

Basic System Navigation

Many of the system's screens have common features that are described below:

There are links in the upper right corner of most screens that provide you with additional support:
- The Help link contains links to this reference guide, the claimant handbook, and other support documentation.
- The Contact link provides a list of Agency contact phone numbers and the agency address.
- The Resources link provides links to other support information and State and Federal resources.

Be sure to click the Logoff link when you are done using the system

Depending on the screen, some screens show a main menu on the left hand side that shows you where you are in a process or that allows you to jump directly to different screens.

Some questions or field names have words or phrases that appear in blue, underlined text. You can click on these "hyperlinks" to get additional information about the information being requested.

Note that you should not use the Internet browser's **Back** button to navigate through the screens in CSS. Instead, you should use the buttons on the screens (some screens contain a CSS **Back** button) or use the left-hand navigation menu to move between screens.

Note that the screenshots used throughout this guide are meant for illustrative purposes, and not all intended to be readable within this document.

# Step 1: Registering as a New Claimant

Background

The first step in the online claims process is to create a new online claimant account. Doing so involves creating your username and password, providing other basic information, and setting your security questions and image. After creating your account, you should continue with the instructions on how to complete your registration and apply for benefits.

In the future, if you need to file another claim, and have previously established an online CSS account (e.g., because of a prior claim), you should login by entering your username, password, and security questions.   Once you gain access to the system, you should validate that your registration information is still accurate and then proceed to the instructions on Applying for Benefits to file a new claim.
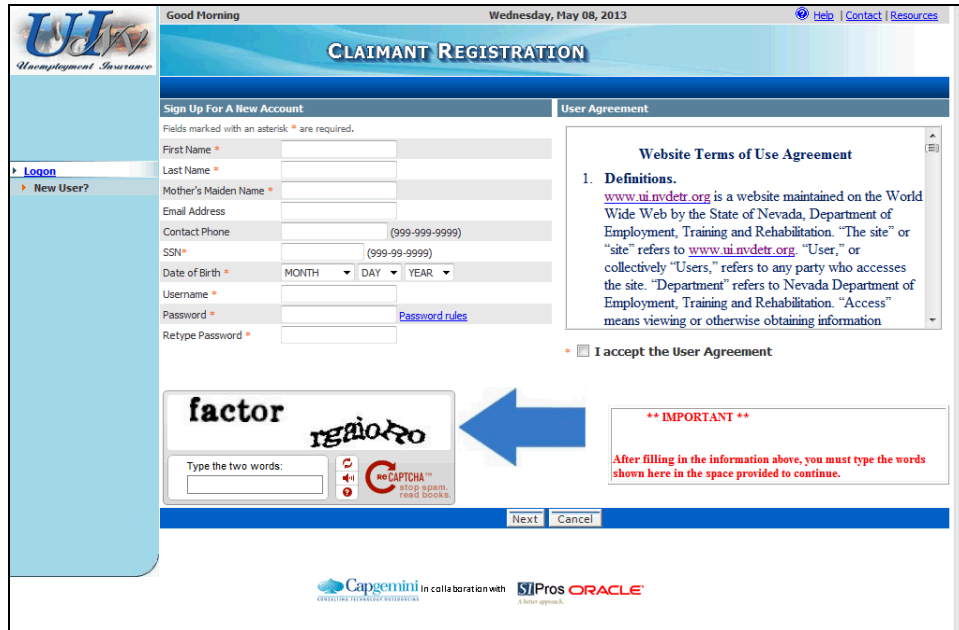
Note that all claimants, including those who have filed using our former internet claim system, will need to create a new online claimant account in order to access CSS.

Instructions

1. Connect your computer to the following internet address: www.ui.nv.gov
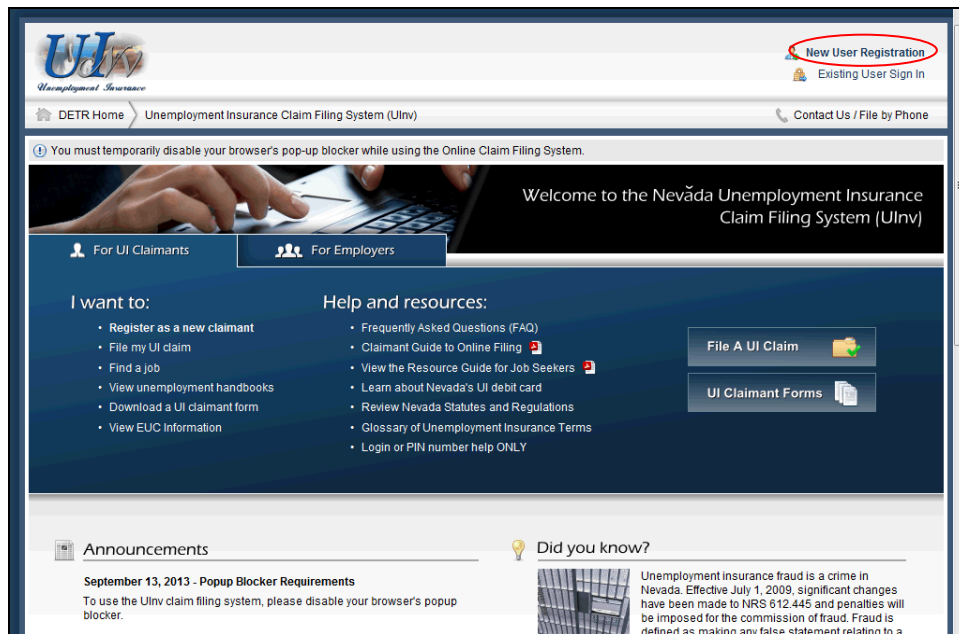
2. Click on the **New User Registration** link in the upper right of the screen.

3. Complete the fields on the "Claimant Registration" screen. Note the following:

- Fields marked with an asterisk (*) are required and must be completed before advancing to the next screen. (It is suggested that you also include as much non-required information as possible to help the Division locate your information if there are multiple claimants with the same name as yours.)

- If you have only a single name (e.g., "Cher"), you should enter a period (.) or dash (-) in the **First Name** field and enter the single-name (e.g., Cher) in the **Last Name** field.

- Create a username that is unique to you, but one that you can easily remember. Your username must be between 8 and 20 characters in length, must contain only alphanumeric characters, and cannot contain any spaces.

- Your password should be information that only you know and that is difficult for others to determine. Be sure to click the **Password Rules** link to review specific password criteria. The more complex your password, the greater the security strength.

- Be sure to read the important information in the "Website Terms of Use Agreement" section before proceeding. You will need to scroll down within the section to read all of the text.

- Be sure to click the **I accept the User Agreement** option.

- The system uses randomly generated, wavy, "Captcha" text to help ensure the information you enter is not generated by a computer. You must read the two words in the system verification frame and then type them into the text field. If you have difficulty reading the words, you can click **Get a new challenge** button to the right of the entry field to request a new set of words.

- After entering information on this screen, click the **Next** button.

4. Review the information on the confirmation screen and click the **Submit** button (or click the **Back** button if you need to make a change).

5. Enter a 4-digit Phone Pin that you will use to identify yourself when you call the Telephone Claim Center, and click the **Submit** button (if you already have a Phone Pin on file you may not see this screen).
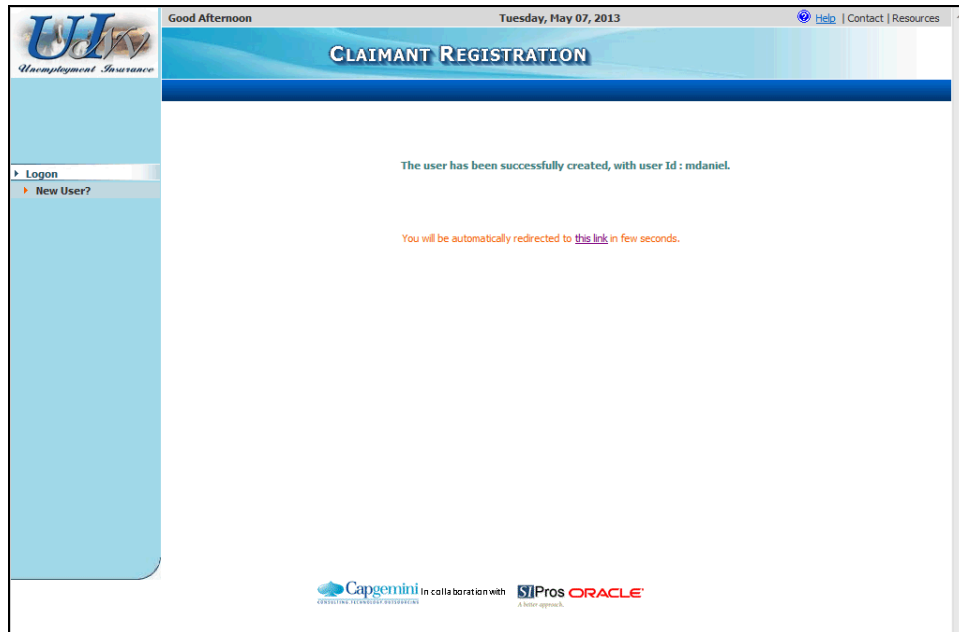
6. Notice the message confirming your new user Id. After a few seconds, the "Claimant Login" screen will automatically display. If there is a problem, and the screen does not display, you can click the **this link** hyperlink to be redirected to the login screen.
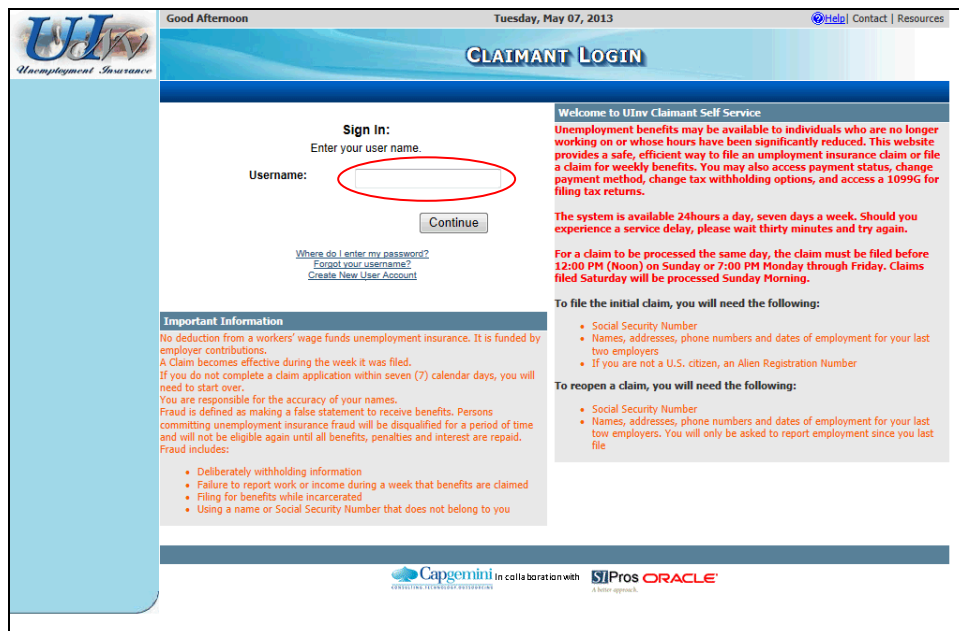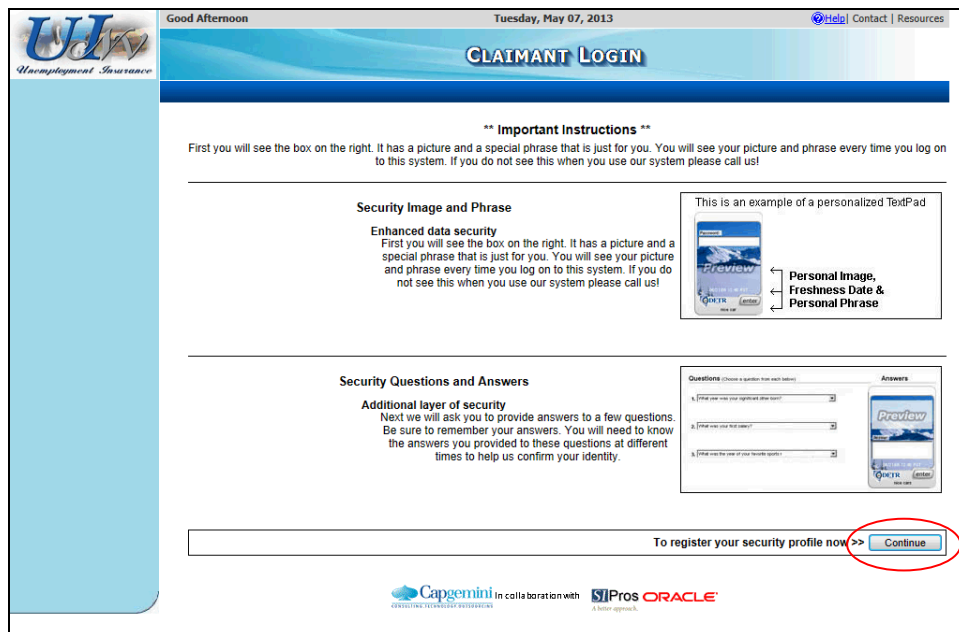
7. Enter your newly created **Username** on the "Claimant Login" screen and click the **Continue** button.

8. Enter your **Password** in the "Security Device" and click the **Enter** button.

9. After successfully logging in for the first time, you will arrive on a screen that describes the process for establishing your security profile. Be sure to read the information on this screen and click the **Continue** button.

10. A preview of your system generated security image and phrase is displayed.

- If desired, you can change your security image and phrase by clicking the **image and phrase** link.

- When you are satisfied with your security image and phrase, click **Continue**.
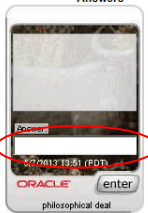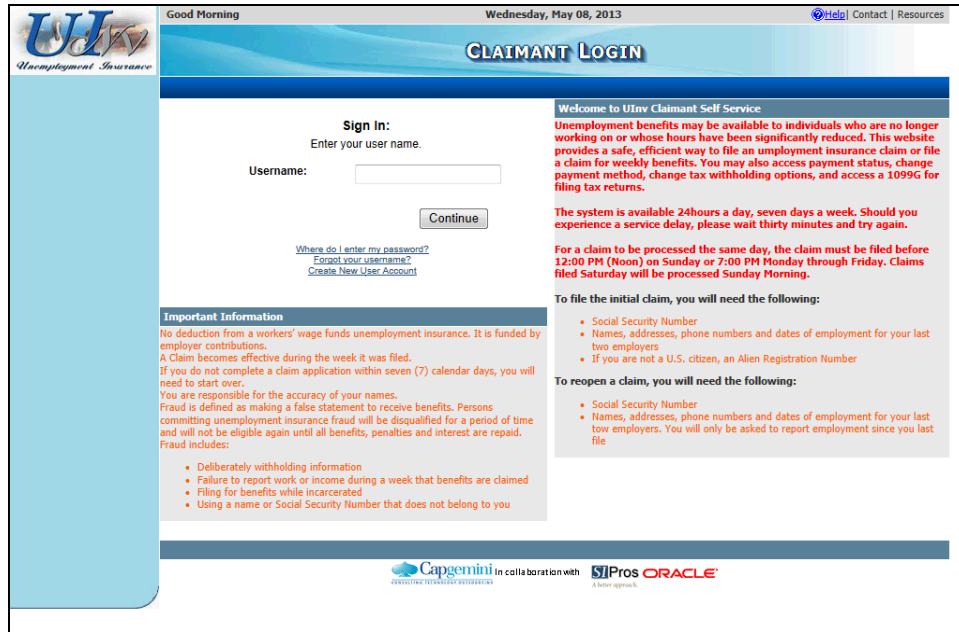
11. Next, you need to select three questions and answers to establish your security profile.

- One at a time, for each selection box, choose a question from the dropdown list, type your answer in the **Answer** field to the right, and click the **Enter** button. (Note that the same **Answer** field is used is used for all three questions.)

- Continue until you have selected and provided answers for all three questions. (Hint: You should write down the questions and answers you provided for future reference – be sure to keep them in a secure place.)

12. The system returns you to the "Claimant Login" screen.

Step 2: Completing Your Claimant Registration

Background
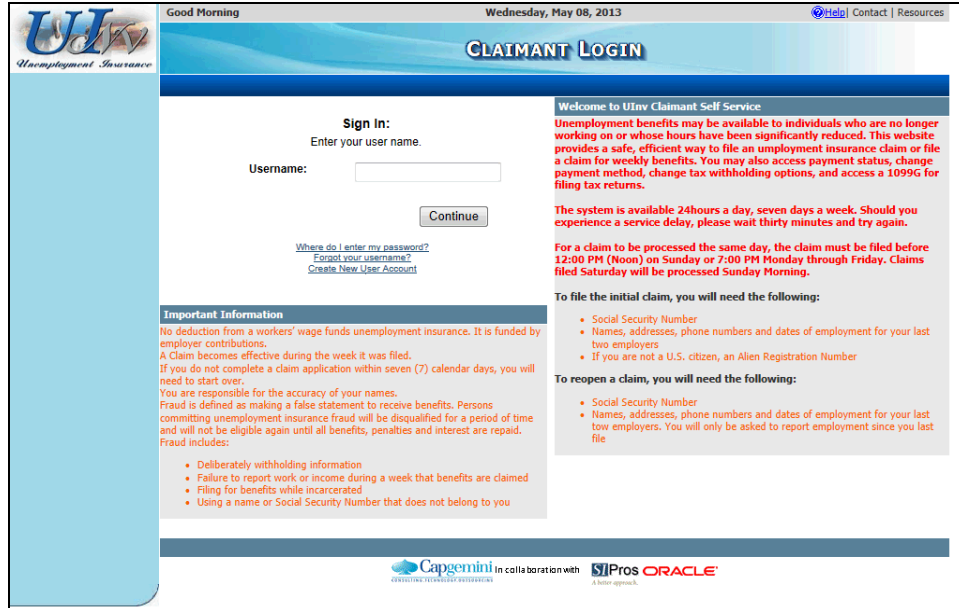
After creating your online CSS account, the next step in the filing process is to complete your online registration information. Doing so involves the following:
- Entering your Personal, Address, Contact, and Demographic Information
- Reviewing and/or updating your Wage and Employer information

Note the following:
- If you have an existing or prior claim that was created in the former system, some of this information may be pre-populated, in which case you would just update any out-of-date information and provide any missing required information. (In the future, if you are filing a new claim, and have completed your registration in CSS, the system will not require you to complete it a second time, however it suggested that you review and update your personal information as needed.)
- The system saves your responses as you move from screen to screen. If you leave the system without completing your registration or claim, you have seven calendar days to log back in to complete your filing. After seven days of inactivity, the system erases any partially saved information and you will have to start over. Be aware that the benefit period is based on the date your claim is completed, and not on the date you started.

Instructions

1. Log into the CSS system using your CSS account **Username** and **Password**. (Enter your **Username**, click the **Continue** button, enter your **Password** into the security device on the subsequent screen and then click the **Enter** button.)

   - You may be prompted to answer one of your security questions. If so, fill in the **Answer** field and click the **Enter** button. (Any time you access your account using a new browser or PC, or if you are away from your computer for an

extended period, you may need to answer one of your security questions to verify your identity.)

- Note that if you had left the CSS system and returned at a later date to complete your registration, you would first need to connect your computer to www.ui.nv.gov and click the **Existing User Sign In** link in the upper right of the screen.

2. Complete the empty fields on the "Personal Information" screen.

- Notice the information on the left side of the screen indicating that you should not use the Internet browser **Back** button when navigating through the CSS screens.

- Some of the fields on the "Personal Information" screen will be pre-populated based on the information you entered when creating your online account.

- You should complete the **Other Last Name Used** fields if you have used a different last name during any part of the previous 18 months.

- If you answer "Yes" to the child support question, you are required to complete the additional child support fields (**Child Support City, Child Support State, Child Support County**).

- After entering information on this screen, click the **Next** button.

3. Complete the information on the "Address" screen.

    - A "Mailing Address" is required for mailing of your debit card and agency correspondence.

    - You should enter a "Residential Address" if your place of residence is different than your Mailing Address.

    - If there is additional address information, such as a Post Office box number, suite number, or apartment number, you can enter it into the **Address Line 2** field.

    - Select the JobConnect office that is closest or most convenient for you.

    - If you entered an out of state address, you will be required to enter an answer for the **Commuter** option. Select the "Yes" option if you regularly travel across a state line or border to go to work or look for work, otherwise select the "No" option.

    - After entering information on this screen, click the **Next** button.
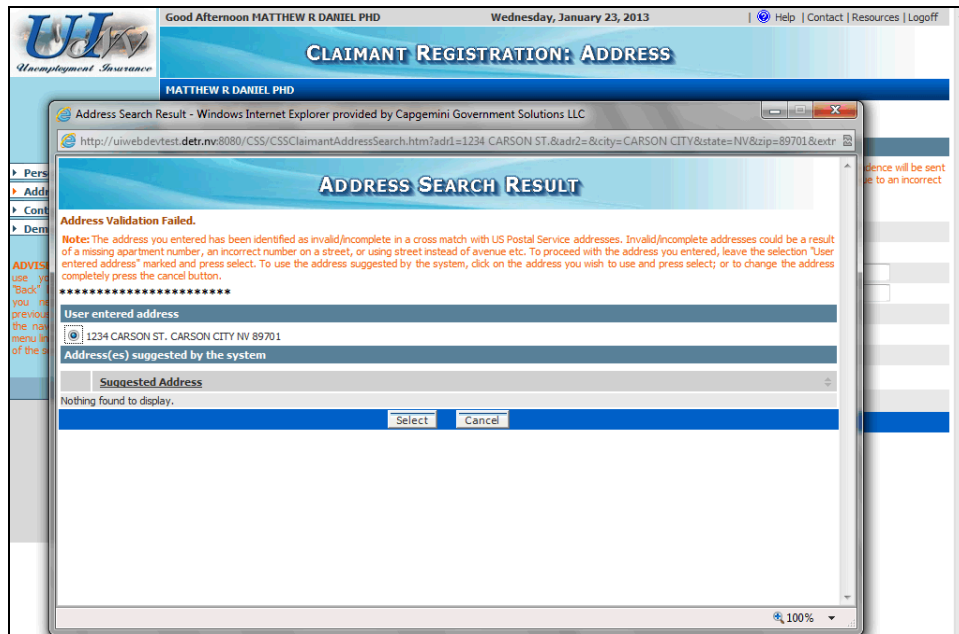
4. If the address you entered is incomplete or not recognized by the system, a pop-up window will appear and provide options to validate your address information.

- You can choose to accept the address you entered under "User entered address" or instead select a system-suggested address under the "Addresses selected by the system" list (if applicable).

- After making your address selection, click the **Select** button. You will then return to the prior screen where your verified address information will be highlighted in yellow and you will need to re-click the **Next** button.

5. Complete the information on the "Contact" screen.

   - If you choose "E-mail" as your **Preferred Contact Method**, you must include an email address in the **Email Address** field and be sure to read the special message regarding email.

   - After entering information on this screen, click the **Next** button.

6. Complete the information on the "Demographics" screen.

   - If you select "No" for the **U.S. Citizen** option, you will be required to enter your **Alien Registration Number** and **Alien Registration Expiration Date.**

   - If you select "Other" as your **Preferred Language**, you will be required to enter your preferred language in the next field. Otherwise, leave this field blank.

   - After entering information on this screen, click the **Next** button.

7. The "Unemployment Insurance Benefits Estimator" screen is a preliminary assessment of your potential eligibility for unemployment insurance benefits.

- Be sure to read the orange text displayed on the screen for additional information.

- The "Base Period Quarterly Wages" section displays wages earned by you and reported in Nevada during the current base period. These wages are used to qualify you for an unemployment insurance claim.

- If you believe there are employers and/or wages missing from the "Base Period Quarterly Wages" section, or you see employers you do not recognize, you should make a selection from the **Missing or Incorrectly Reported Wages** dropdown list.

- The "Current Quarterly Estimate" section contains the following information:
  - o **Monetary Eligibility** indicates, based on the existing records, whether you have earned enough money during the base period on which to base a claim.
  - o If deemed eligible, the **Weekly Benefit Amt** is the amount you are eligible to receive during each week of unemployment (based on the wages listed).
  - o If deemed eligible, the **Number of Weeks** is the maximum number of weeks you can draw unemployment checks, up to a maximum of 26 weeks.
  - o If deemed eligible, the **Maximum Benefit Amount** is the maximum amount of money you can draw during the claim period.

- Notice the **Print** button at the bottom of the screen. It is recommended that you print this screen so you will have this information available.

- Click the **Continue to File Claim** button and continue with the instructions in the next section.

Step 3: Applying for Benefits

Background
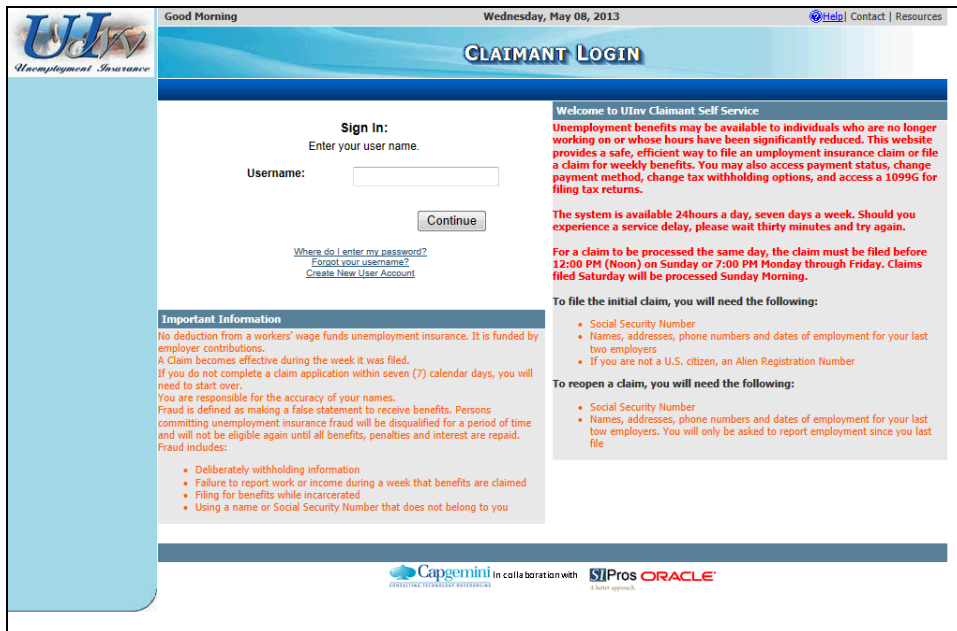
After completing your registration, you are ready to apply for benefits (set up your initial claim). Doing so involves the following:

- Providing required eligibility information
- Verifying and updating employment history and information about your last employer (and possibly your next-to-last employer)
- Providing information about your separation(s) and your work search
- Reviewing the information you entered and submitting your claim
- Providing additional information through dynamic fact finding (DFF), if prompted

Note the following:

- After applying for benefits, you will need to file a weekly claim each week in order to receive benefits (discussed in the next section).
- This section is specific to setting up an initial claim. If you had a break in your weekly filing process and need to re-open an existing claim, you should refer to the section on Reactivating a Claim.

Instructions

1. Connect to www.ui.nv.gov, click the **Existing User Sign In** link, and log into the CSS system using your established **Username** and **Password**. (Enter your **Username**, click the **Continue** button, enter your **Password** into the security device on the subsequent screen and then click the **Enter** button.) You may be prompted to answer one of your security questions. If so, fill in the **Answer** field and click the **Enter** button.

   If you have just completed your registration and are already on the "Initial Filing" screen, skip to step number 4.

2. You arrive on the "Customer Menu "screen. Click the **File a New Unemployment Insurance Claim** link.

3. Review and perform any steps on the "Unemployment Insurance Benefits Estimator" screen as described in the previous section, and click the **Continue to File Claim** button.

4. After clicking the **Continue to File Claim** button on the "Benefits Estimator" screen, you will arrive on the "Initial Filing" screen.

    •   Be sure to read each question carefully and select the correct option.

    •   Complete all the questions as appropriate and click the **Next** button. Note that on this screen and subsequent screens, you must supply all required responses in order to advance to the next screen.

5. The next screen continues the initial filing questions. Answer each question as appropriate and click the **Next** button.

6. Next you need to review and provide additional information about your work history. Be sure to read the instructions at the top of the screen.

- Make sure that every employer for which you have worked during the base period (last 18 months) is listed. If any are missing, add them as follows:
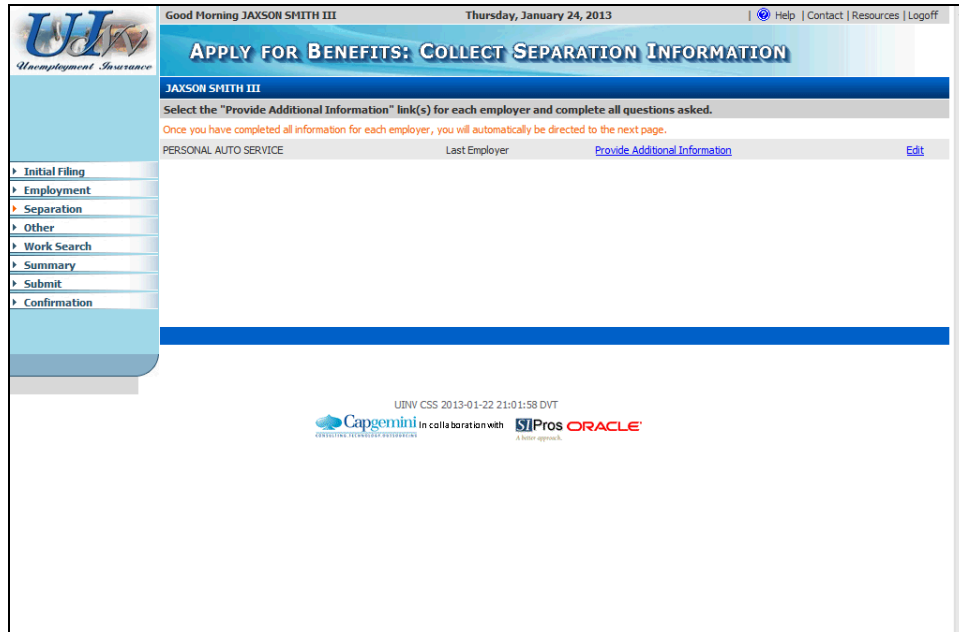
> To add a Nevada employer, click the **Add Nevada Employer** button to open the "Add Nevada Employer" screen. You can either search for a Nevada employer or manually add them. It is best to first search for them to see if they are already in the system. If you do not find the desired employer using the search function, you can click the **Manual Entry** button to add them manually. When done, click the **Finished Adding Nevada Employers** button.
>
> To add a Federal employer, click the **Add Federal Employer** button to open the "Add Federal Employer" screen. There are two ways to enter a Federal employer. (i) You can select from the **Most Common Federal Employers** dropdown list and then click the **Add Employer** button. (ii) Alternatively you can search for the employer using the search functionality. When done, click the **Finished Adding Federal Employers** button.
>
> To add a Military employer, click the **Add Military Employer** button to open the "Add Military Employer" screen. Select the employer from the dropdown list. Then answer the "Yes/No" question and click the **Add Employer** button. Then click the **Finished Adding Military Employers** button.
>
> To add an out of state employer, click the **Add Out of State Employer** button to open the "Add Out of State Employer" screen. Enter the employer information into the fields provided and click the **Add Employer** button. Then click the **Finished Adding Out of State Employers** button.

- Enter the type of employment and employment dates for your most recent employer, as well as dates for any Federal or Military employers.

- You will need to also provide information on the next-to-last employer if you meet any of the following criteria:
  - You did work for two on call assignments in the last 16 weeks
  - You did work for two temporary assignments in the last 16 weeks
  - You did work for two different employers in the last 16 weeks
  - You did not work more than 16 weeks at the last employer

- After entering information on this screen, click the **Next** button.
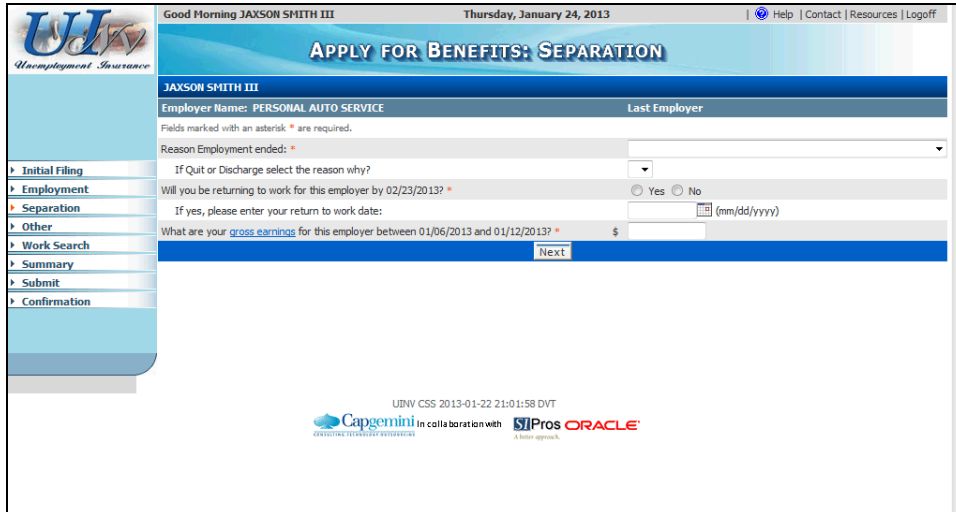
7. If you had more than one employer listed on the "Employment History & Last Employer" screen, the system will display a "Collect Separation Information" screen listing each of those employers.

- If you receive this screen, click the **Provide Additional Information** link for the first employer listed and complete the resulting screen (see next step). You will then come back to this screen where you will need to click on that link for the next employer to complete the same screen. Once you complete the process for each of the employers listed, you will continue on through the remainder of the instructions.

- If you do not receive this screen, you will proceed directly to the next step.

8. Complete the information on the "Separation" screen.

- For the **Reason Employment ended** field, select the separation reason that most closely describes your reason for separating from employment.

- Note that the **Gross Earnings** dates are based on your last week of work with this employer.

- After entering information on this screen, click the **Next** button.

9. The "Other Separation" screen asks you for additional information regarding your separation and claim eligibility. Complete the information on this screen as appropriate.

- If you are a member of a union with a hiring hall you will need to provide that information by selecting the **Yes** radio button and then clicking the **Union Name** search button.

- If you have a definite return to work date, or will start a new job within four (4) weeks from the filing date, you will need to enter that information. Click the **Search** button to open the "Employer Search" window to search for and enter the employer information.

- After entering information on this screen, click the **Next** button.

10. The "Work Search" screen asks for information regarding your occupation and your availability to work. Complete the information on this screen as appropriate.

- You need to enter the primary and secondary occupations you are using for your work search. These should include the occupation in which you have worked most recently, or an occupation for which you have training or education to support. Click the search button to the right of the **Primary Occupation** and **Secondary Occupation** fields to complete these fields.

- After entering information on this screen, click the **Next** button.

11. The "Summary" screen displays the information you entered in the previous screens. Be sure to carefully review this information before proceeding.

- If you need to change **any** information, each section contains an **Edit** button that will navigate you to the appropriate screen in order to make any necessary changes. You would then click that screen's **Next** button to return to this "Summary" screen.

- Before submitting your claim application, it is recommended that you use the **Print** button at the bottom of the screen to print a copy of your information for your personal records.

- Click the **Next** button at the bottom of the screen when you are ready to continue.

12. Be sure to read the legal information on the "Submit Claim" screen and select the appropriate options.

- If you are ready to file your claim, click the **Yes, I agree- File my Claim** button.

- If you decide you are not yet ready to submit your claim, you can click the **No, I do not agree** button. Doing so will save all previously entered claim information for 7 calendar days, during which time you can return to submit your claim.

13. If any issues are identified with your claim, you will arrive on the "Fact Finding" screen. (If there are no issues with the claim, you will arrive on the "File Claim Confirmation" screen and you should skip to the next step.)

- The fact finding screen will show you all issues, along with their corresponding fact finding link in the "Link to Additional Information" column. If given this screen, you should click on the first link and answer the questions on the resulting screen, and click that screen's **Submit** button. Continue answering each screen's questions and clicking its **Submit** button until finished.

- At the end of each series of fact finding questions, you will arrive on a "Summary" screen. Review that screen, and use the screen's **Edit** button to make changes or **Submit** button to submit your responses.

- If additional fact finding is required, you will return to the "Fact Finding" screen where you should click on the next issue's link to complete that issue's fact finding questions.

- Continue completing the fact finding questions for any remaining issues.

14. Once you have completed all outstanding fact finding, you will arrive on the "File Claim Confirmation" screen.

- Be sure to carefully read the information on this screen.

- This screen contains your **Confirmation Number** as well as additional information you will need to begin filing your weekly benefit claims. It is recommended that you use the **Print** button at the bottom of the screen print a copy of this information for your records.

- Now that your initial claim has been filed, you will need to file weekly claim certifications beginning the first Sunday date following your initial claim filing. If you need assistance with filing your weekly claim certifications, please refer to the next section of this guide book.

Step 4: Claiming Weekly Benefits
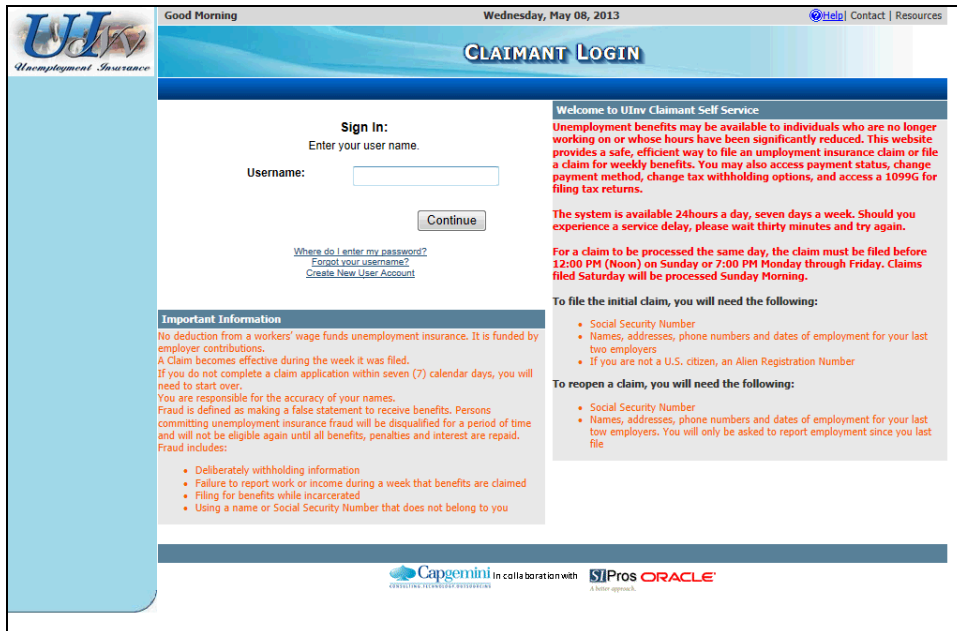
Background

In order to certify your eligibility, you need to file a weekly claim for each week you wish to request a benefit payment. Benefit weeks begin on Sunday at 12:01 a.m. and end on the following Saturday at midnight. You may not claim a week's payment until the week has completed.

Note that if you have a break in filing for three or more weeks, and your claim is inactive, you should advance to the section of this guide book on Reactivating a Claim.

Instructions

1. Connect your computer to the following internet address: www.ui.nv.gov

2. Click on the **New User Registration** link in the upper right of the screen.

3. Log into the CSS system using your established **Username** and **Password**. (Enter your **Username**, click the **Continue** button, enter your **Password** into the security device on the subsequent screen and then click the **Enter** button.) You may be prompted to answer one of your security questions. If so, fill in the **Answer** field and click the **Enter** button.

4. Click the **File Weekly Claim** link. (You will only have this link if a weekly claim is available to be filed.)

5. Be sure to read the reminders on the "Important Information" screen before continuing with the weekly certification process. Then click the **Next** button.

6. The "Eligible Weeks" screen lists the week for which you are eligible to file for benefits. Note the following:

    - Available weeks for which you have not yet filed are indicated as "Available" to the far right. Once you file a week, it will remain on this screen with a "Completed" indicator until it is processed, after which the week will be removed from this screen.

    - If you have multiple weeks eligible for filing, you must complete each week individually from start to finish, before filing for the next week, and the system will only allow you to file the weeks earliest to latest.

    - For the earliest available week listed, indicate if you wish to file. Then indicate whether you have had a separation from employment during that week.

    - After entering information on this screen, click the **Next** button.

7. If, on the prior screen, you indicated that you want to file for the selected week, you will be directed to the "Certification" screen. Answer all the questions on this screen and then click the **Next** button.

8. Review the answers displayed on the "Confirm Answers" screen.

    - If the system has identified any filing responses that could impact your eligibility for benefits, they will be displayed toward the bottom of the screen.

    - If you determine you need to correct an answer, click the **I need to correct my answers** button to return to the "Eligible Weeks" screen. You will then be able to walk through each screen again and make any appropriate changes to your answers.

    - Once all your answers are correct, click the **My answers are correct** button.

9. Be sure to read the "Weekly Certification" information at the top of the "Agreement" screen.

   - If you are ready to submit your weekly benefit claim certification, click the **Yes, I agree-File my Claim** button.

   - If you click the **No, I do not agree** button, you will be returned to the "Claimant Homepage" screen and the weekly certification will not be filed. You could then complete the weekly certification at a later time.

10. If any additional information is required based on your answers, the system will present you with a "Fact Finding" screen where you would need to click on any fact finding links and provide answers to any questions presented.

11. If there are no issues with your claim (or after completing any necessary fact finding), you will arrive on the "Weekly Claim Confirmation" screen.

    - Be sure to read the information on this screen, including your **Confirmation Number** and the section explaining your weekly job search activities.

    - It is suggested that you use the **Print** button toward the bottom of the screen to print the information (including your **Confirmation Number**) for your records.

    - If there are additional weeks for which you can claim benefits, you can click the **File My Next Available Weekly Claim** button. (Doing so will return you to the "Eligible Weeks" screen where you can complete your next weekly certification.)

    - If there are no additional weeks to file you, can choose to return to your "Claimant Homepage" to view your account information if desired or click the **Logoff** button.
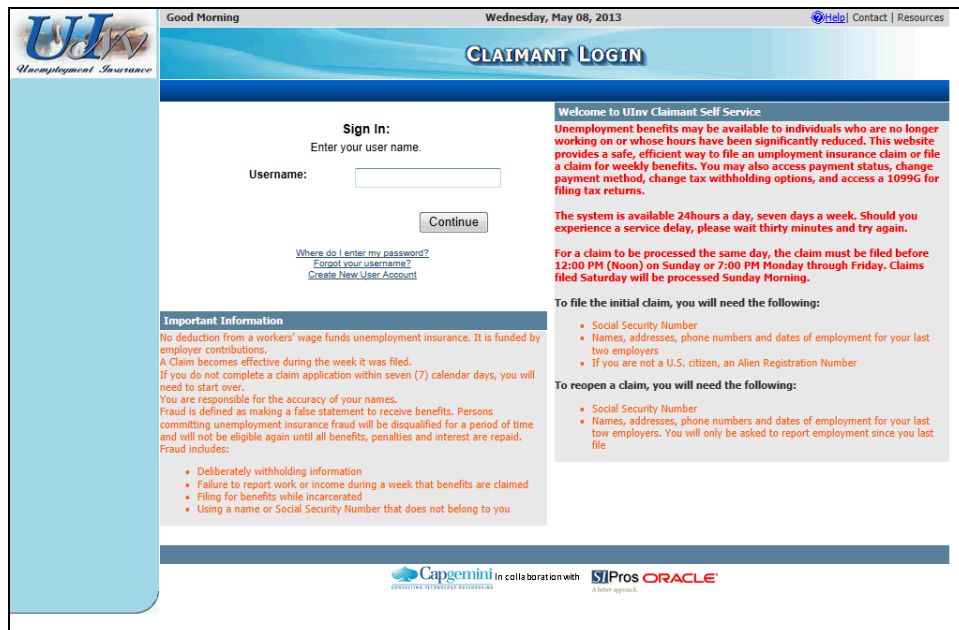
Reactivating a Claim

Background

If you have a break in filing for three or more weeks (e.g., due to full time work, a new job you have since lost, or neglecting to request benefits), your claim will automatically become inactive. However, you will be able to reactivate your claim if the benefit year has not yet expired and if you have not yet exhausted the benefits.

Note the following:

- If you select to reactivate your claim, and indicate that you have not worked since your last reported separation, your claim will be reactivated.
- If you select to reactivate your claim, and indicate that you have worked since your last reported separation, the system will create an Additional Claim, and you will need to provide your last employer and the appropriate separation information.
- Once a claim is reactivated, you can request payments for prior weeks by contacting the Telephone Claim Center and speaking with a representative. However, a request for prior benefit weeks is not a guarantee, and may require adjudication.

Instructions

1. Connect your computer to the following internet address: www.ui.nv.gov

2. Click on the **New User Registration** link in the upper right of the screen.

3. Review the information required to reactivate (re-open) a claim at the bottom right corner of the login page.

   Log into the CSS system using your established **Username** and **Password**. (Enter your **Username**, click the **Continue** button, enter your **Password** into the security device on
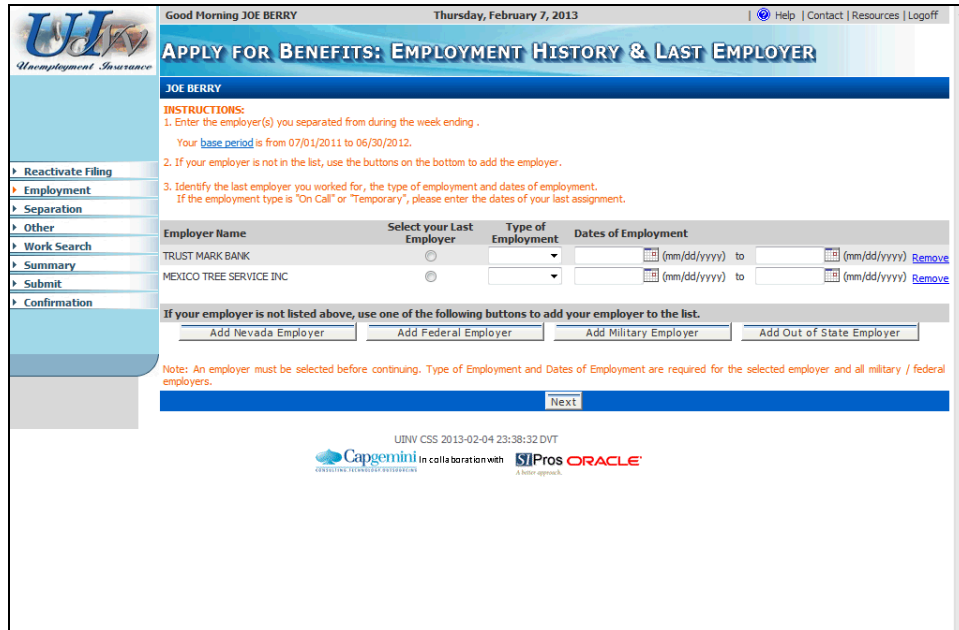
the next screen and then click the **Enter** button.) You may be prompted to answer one of your security questions. If so, fill in the **Answer** field and click the **Enter** button.

4. Click the **Reactivate My UI Claim** link. (Note that you will only have this link if you have an inactive claim.)

5. The "Reactivate Claim" screen contains the same questions as those you answered when you filed your initial claim. Answer the questions as appropriate and click the **Next** button.

6. If you indicated you had worked since you last filed, you will arrive on the "Employment History & Last Employer" screen.

- If you arrived on this screen, select your last employer and complete the information as appropriate. Then click the **Next** button.

- If you did not arrive on this screen, then skip to the next step.

7. If you arrive on the "Next to Last Employer" screen, select and complete information for your next-to-last employer on the "Next to Last Employer" if appropriate. Then click the **Next** button.

- Recall that you will need to also provide information on the next to last employer if you meet any of the following criteria:
  - You did work for two on call assignments in the last 16 weeks
  - You did work for two temporary assignments in the last 16 weeks
  - You did work for two different employers in the last 16 weeks
  - You did not work more than 16 weeks at the last employer

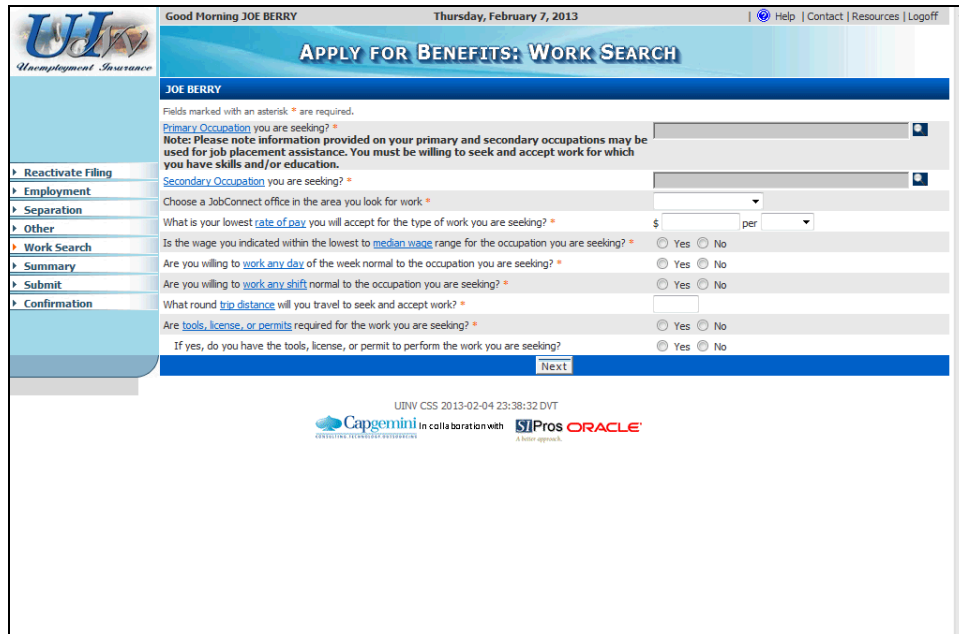- If you did not arrive on this screen, then skip to the next step.

8. If you arrive on the "Collect Separation Information" screen, click the **Provide Additional Information** link to complete it for each employer in the same manner as when you filed your initial claim.

   - Note that each employer has an **Edit** link in case you need to return to the previous screen to change your answers.

9. If you arrive on the "Separation" screen, answer the questions related to the employer listed on the screen and then click the **Next** button.

10. Complete the "Work Search" screen in the same manner as when you filed your initial claim. (Note that you would have come directly to this screen from the "Reactivate Claim" screen if you were simply reactivating a claim and not filing an Additional Claim.)

    • Click the **Next** button.

11. Review the "Summary" screen in the same manner as when you filed your initial claim, and use the **Edit** buttons if you need to make any corrections.

    • It is recommended that you print this screen for your records.

    • Click the **Next** button.

12. Review and complete the "Submit Claim" screen in the same manner as when you filed your initial claim.

- As when you filed your initial claim, you should print this information if you would like a copy for your records.

- Click the **Yes, I agree-File my Claim** button.

13. If there are any issues, you may need to complete additional fact finding (as indicated by one or more links under the "Link to Additional Information" column).

   - If you see one or more links, click on them one at a time and answer any questions, clicking the **Submit** button to advance from screen to screen. Continue answering any questions until you arrive on the fact finding "Summary" screen.

   - If there are no issues with your claim (or once you complete any necessary fact finding), you will arrive on the "File Claim Confirmation" screen and receive a confirmation number.

   - After filing your claim, if desired, you can view information about your reactivate request by clicking the **Claimant Homepage** link on the left of the screen and clicking the **View** link related to your claim. Doing so will open the "Reactivate History" screen.

Additional CSS Functionality

Background

This section provides an overview of the functions and various types of information available on CSS using the options on the left-hand menu..
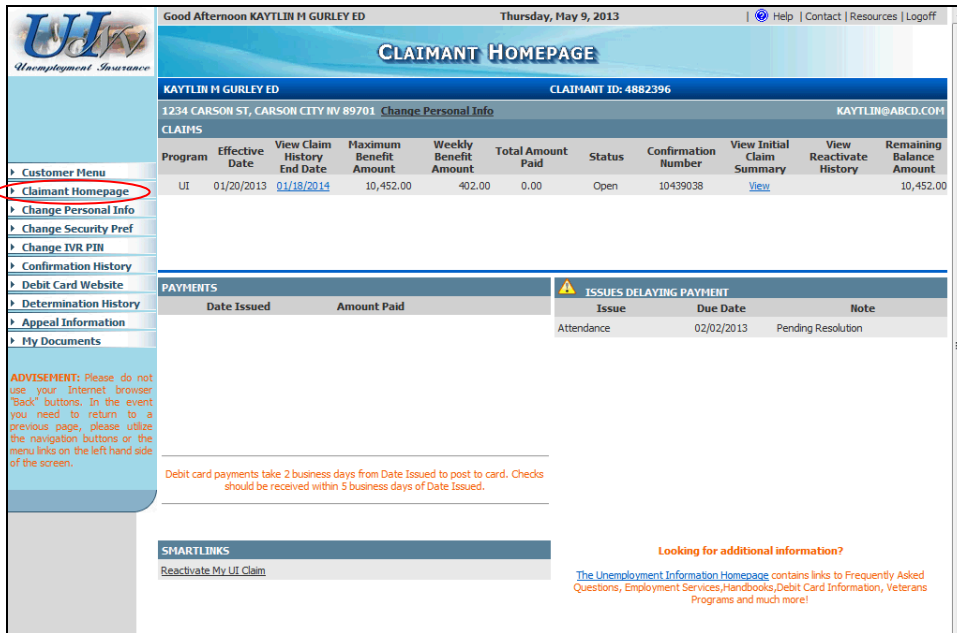
The Customer Menu

Each time you log into CSS, you arrive on the "Customer Menu" screen (you can also get back to this screen by clicking the **Customer Menu** option on the left-hand menu). Depending on the status of your account, you may see one or more of the following links:

- Go to My HomePage
- Go to JobConnect
- File weekly claim
- Reactivate my UI Claim
- Please contact DETR to file your TRA claim
- Apply for Extended Benefits
- Benefits Held – Provide Additional Information (If you see this link, you should click on it and answer any questions the system may ask in order to prevent a possible delay in the processing of your claim.)
- From time to time, the Division may also display messages on this screen such as hours of operation or special holiday schedules.

The Claimant Homepage

The "Claimant Homepage" is your "dashboard" that provides an overview of your claim history, payment history, messages, any outstanding fact finding (unresolved questions needed to help determine your eligibility), and other information. From this screen you can navigate to other detail pages and update your registration information.

- You can click the **Change Personal Info** link if you need to update your name, address, or email information.

- The "Claims" section displays an overview of your claim filing history. It contains links to the summary of your initial claim answers, as well as any additional or reactivated claims that have been filed.

- If you have an overpayment on your account, the amount you owe will be listed to the right of the "Claims" header line with a **Pay this Now** link.

- Clicking on a claim's date under the **View Claim History End Date** column opens the "Claim History" screen. That screen displays specific information for the claim selected, including the amount you were paid, your remaining balance, and any overpayment balance you may have on your account. It also contains "View Claim Answers" links where you can view the answers you provided when you filed the weekly claim for each week.

- The "Payments" section contains a list of your payment history. For any payments listed, you can click the link to see additional information.

- The "Issues Delaying Payment" section lists any outstanding issues on your account. Those having a blue, underlined "hyperlink" indicate outstanding fact finding questions you need to resolve by the **Due Date** listed.

- Depending on the status of your account the "Smart Links" section may contain links to reactivate a claim, file special program claims, file a weekly claim certification, view your 1099-G, etc.

Changing Your Personal Information

The "Change Personal Information" screen contains links that allow you to access the screens you originally completed during your registration process, in the event you need to update any of your registration information.

Changing Your Security Preferences

Clicking the **Change Security Preferences** link from the left-hand menu will bring you to screens where you can make changes to your security image and phrase, challenge questions, or password.

Changing Your IVR PIN
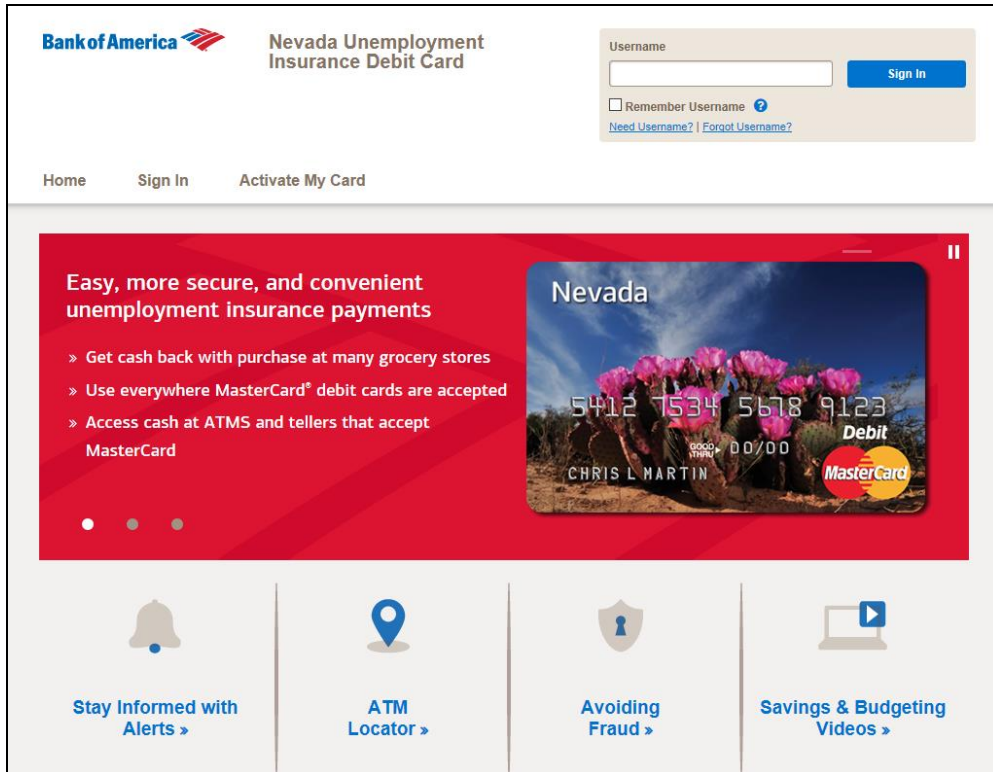
Clicking the **Change IVR PIN** link from the left-hand menu will bring you to a screen where you can change your telephone PIN.

Viewing Your Confirmation History

The "Claimant Confirmation History" screen lists any actions performed on your account, along with the date and time they occurred, and the confirmation number associated with the action. This is a useful screen when you have a question about whether an action has been successfully completed on your account.

Accessing the Debit Card Website

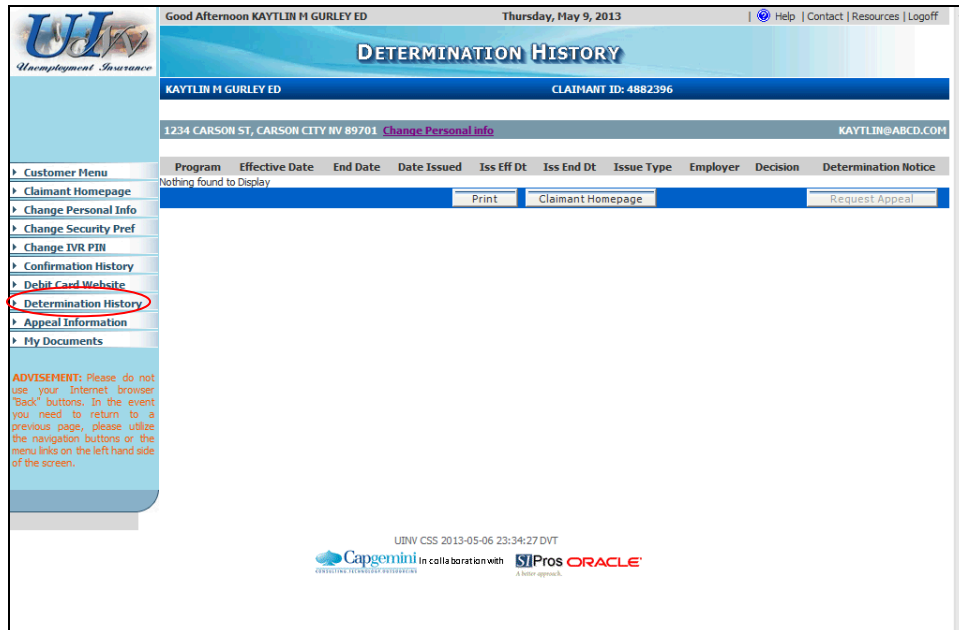Clicking the **Debit Card Website** link from the left-hand menu opens the "Bank of America Nevada Unemployment Insurance Debit Card" website in a new window. Enter your login information to access information concerning your UI debit card.

Viewing Your Determination History

The "Determination History" screen displays a list of all issue determinations that have been made on your claim.

- You can select to view an image of a determination notice by clicking on its link.

- There are buttons available to print your list of determinations and access your homepage.

Viewing Your Appeal Information

The "Appeal Information" screen displays a list of appeals associated with your claim, along with their appeal date, employer (optional), and current appeal status.

- You can select a specific appeal to display a list of the hearing history, including the hearing method, the location, date/time and the hearing official's name.

- You can then select a specific hearing record to display a list of the schedule details, hearing issues, and hearing participants (if available).

- You may view your appeal file (packet of exhibits) once your appeal hearing has been scheduled. To view, click on the *Marked Appeal Packet* or the *Proposed Exhibits* links displayed under the **Appeal Exhibits** section of the screen. A PDF will open with the hearing exhibits for your review. Once the appeal hearing has ended, the links will no longer display.

Viewing Your Documents

The "My Documents" screen contains a list of documents related to your claim.

- The "Sent by DETR" and "Received by DETR" sections contain copies of correspondences sent to you from the Division and that the Division has received from you.

- The "Fact Finding" section contains copies of the fact finding summary screens from any dynamic fact finding you completed.

- You can click on a correspondence link to view or print an image of a document.